

# DIDD – CONTRACT SERVICES

PROVIDER AGREEMENT PROCESS

# Provider Agreement Process Steps

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- Receive an Approval Letter from DIDD Commissioner.
- Contact per Letter's Instructions, Julia Jinnette by phone, email or letter.
- Provider Agreement is Generated in DIDD Contract Services.
- DIDD Approval is secured.
- DIDD Approved Provider Agreement is mailed to Vendor/Provider.

# Provider Agreement Process (cont.)

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- Vendor receives Provider Agreement Packet.
- Vendor signs all four (4) copies of Provider Agreement (must sign 2 places each copy).
- Vendor completes all forms included with the Provider Agreements.
- Vendor returns all completed forms and 4 complete Agreements in Return Envelope.
- DIDD Contract Services receives, logs, assigns Agreement Number and routes 4 Agreements to TennCare.

# Provider Agreement Process (cont.)

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- TennCare returns 3 Signed/Fully Executed Agreements.
- DIDD logs, mails 2 Fully Executed Agreements to Regional Office.
- DIDD routes to appropriate staff documentation needed to assign site codes.
- Appropriate DIDD staff notifies Regional Office of codes.
- Regional Office mails 1 Fully Executed Agreement to Vendor/Provider.

# Forms and Documents that MUST be Returned with Agreements:

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- Copy of each Applicable Business/Professional License.
- Copy of Proof of Insurance.
- Completed & signed Forms:
  - Disclosure of Ownership & Control Interest.
  - Substitute W-9.
  - Service Provider Registration.
  - TennCare Provider Participation Agreement.
  - TennCare No.3 Provider Application.
  - TennCare Address Change & Termination.
  - ACH (Automated Clearinghouse) with voided check.
  - Check List of Items to Return (ORANGE SHEET).

# Forms and Documents

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- Disclosure of Ownership & Control Interest must be completed, all boxes marked with information or “n/a”, signed and dated.
- Service Provider Registration Form completion can be waived, if Provider prints off Web registration & returns with packet: ([www.state.tn.us/finance/rds/ocr/sprs.html](http://www.state.tn.us/finance/rds/ocr/sprs.html)).
- ACH (Automated Clearinghouse) form must be accompanied by a voided check.

# Forms and Documents (cont.)

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- TennCare No. 3 Provider Application will have items that are not applicable or unknown at this time, leave blank.
- TennCare Provider Participation Agreement, print information and sign.
- TennCare Provider Address Change & Termination, although is used for change or termination, is required to be completed with current address information for DIDD & TennCare's files.
- Substitute W-9 must be completed and signed.

# Forms and Documents (cont.)

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- COPY OF PROOF OF INSURANCE MUST BE INCLUDED IN RETURN PACKET.
- COPY OF EACH APPLICABLE LICENSE (PROFESSIONAL AND/OR BUSINESS) MUST BE INCLUDED IN RETURN PACKET.



# Amendments

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## Adding or Removing Services

- Changes in services are processed by using the Amendment format. The Amendment is usually a one-page document that has the “new” services listed and the three signature lines. It is a simple process that is necessary to ensure that the provider is responsible only for the approved services authorized by the contract process.

# Amendments (cont.)

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- An Amendment must be processed to add a new service to existing services. Copy of applicable license must be returned with Amendment.
- An Amendment must be processed to remove a service no longer being provided. If license are not renewed, the Amendment must be used to remove the service from the Provider's obligations.

# Amendments (cont.)

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- Provider contacts DIDD Contract Services to add or remove services.
- DIDD Contract Services initiates Amendment (4 copies), secures DIDD approval signature and mails to provider.
- Provider signs and returns all 4 amendments along with applicable license.
- DIDD routes to TennCare for signature.
- When returned from TennCare, DIDD routes 2 fully executed copies to Regional Office and initiates site code setup or inactivation.
- Regional Office forwards one fully executed copy to Provider.

# Common Errors in Processing

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Errors in processing can delay receipt of fully executed Provider Agreement. Most common:

- Failure to sign pages 10 and 11 of all four agreements.
- All 3 TennCare forms not completed/signed.
- Copy of License not included.
- Copy of Insurance not included.
- White-out on signature page. (Line thru and print correct name, then sign above it).

# Common Errors (cont.)

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- Service Provider Registration not returned –  
\*see note\*
  - \*Registration must be done on-line. Printout of online registration is acceptable.
- Failure to complete the Checklist (including the email address) and Failure to return it.
  - Email address on Checklist is illegible.
- ACH form not completed, voided check not included.

# DIDD Contract Services



- Any questions regarding the contract process, contact: Julia Jinnette :
- (615) 253-6817 or [julia.jinnette@tn.gov](mailto:julia.jinnette@tn.gov)

State of Tennessee requires a fully executed agreement before any service can be authorized or payments made.

- **Under no circumstances should a provider begin work WITHOUT a fully executed agreement.**